

Ashish K. Chugh

ABOUT ME

A dynamic and distinguished professional with over 29 years of experience in IT Infrastructure Operations and Management, Software Development, Cyber Security, Operations Management, and E-Learning. Demonstrated success managing networking, software design, quality assurance, product development, and content development. A well-organized, result-oriented individual with proven ability to implement standards, procedures, and processes that improve business functionality. Solid Management skills, capable of leading and motivating individuals to maximize levels of productivity, while forming cohesive team environments.

EDUCATION

BACHELOR OF ARTS 1991 – 1995
ADVANCED DIPLOMA IN SYSTEMS MANAGEMENT
1993 – 1996

PERSONAL ATTRIBUTES

Assertive
Attentive
Able to listen
Accept feedback
Adaptable
Artistic sense
Awareness
Collaborating
Committed
Leadership
Planning
Self-starter
Team player

DOMAIN EXPERTISE

Account Management
Capacity Management
Change Management
Cloud Architecture
Content Development
Data Governance
Delivery Coordination and Management
Escalation Management
Enterprise Architecture Strategy
Enterprise Resource Planning (ERP)
Information Security
IT Budgets
IT Roadmaps
ITIL
IT Resource Management

EMPLOYMENT

INDEPENDENT CONSULTANT

New Delhi ▪ Oct 2015 – Present

- + **Develop a pipeline of new clients and acquire new business**
- + **Technology strategy consultation and implementation**
- + **IT Infrastructure consultation** – technology selection and implementation
- + **ISO27001:2013** implementation and training
- + **Business and Sector Skills Council Process Implementation and Training**
- + **E-Learning and Content Development** – Technical, Industry-specific, Soft Skills, Project Management
- + **Video-Based Instructor Courses** with voice-over
- + **Virtual Instructor-Led Trainings (vILTs)**
- + **Assessment and certification development** – Finished a 15-month-long project with one of the largest PC manufacturers
- + **Training - technology, processes, and soft skills**
- + **Recent Assessment Project:** CompTIA CASP, CompTIA Security+ 7.0, IT Product Management, Natural Language Processing and LLMs, Certified Ethical Hacker, CompTIA A+ (1101 & 1102), Apache Spark, Apache Kafka, Kali Linux, App Security Analyst, CompTIA PenTest+, CEH v11, ISC CCSP, CISSP, CompTIA Cloud+, NIST CSF 2.0, Prompt Engineering
- + Training in various certifications and business process consultation with multiple startups and other organizations
- + **Pro Bono Exam Writer** for the EC-Council's **Certified Ethical Hacker (CEH)** exam
- + **Courseware and ILTs/vILTs:** Google Cloud Data Engineer, Azure Administrator, AI Powered APIs and Tools in DevOps, Generative AI Cloud Odyssey, IT Product Management, Terraform, CI/CD, Google Cloud Key Management Service (KM), DevSecOps, Ansible, Microsoft Endpoint Configuration Manager, Microservices, Azure Databricks, Snowflake, Databricks
- + **Author of (Available on Amazon):**
 - o **The Cybersecurity Career Compass:** Your Guide from Campus to CISO: The Skills, Mindset, and Strategy to Succeed in Cybersecurity
 - o **Ctrl+Alt+Del Your Troubles** – Humor, Headaches, and the Hidden Wisdom of the Help Desk: Tales from the IT Trenches
 - o **The lie we live:** Unmasking the stories that control us

Managed Services
Network & IT Application Operations
Performance Management
Process Compliance and Auditing
Product Development
Program Management
Quality Assurance
Service Delivery and Management
Ticketing/Helpdesk Systems
Pre-sales
Trainings
Vendor Management

LANGUAGES

English
Hindi

CERTIFICATIONS

CompTIA A+ 1002
CompTIA Security+ 601
CompTIA PenTest+
ITILv4
EC-Council Certified Network Defender
(CND)
EC-Council Computer Hacking Forensics
Investigator **(CHFI)**
EC-Council Certified Ethical Hacker **(CEH)**
Certified Lotus Professional **(CLP) v8**
Microsoft Certified Technology Specialist
(MCTS)
Microsoft Certified Systems Engineer **(MCSE)**
Microsoft Certified Systems Administrator
(MCSA)
Microsoft Certified Professional **(MCP)**

VOLUNTARY ASSIGNMENTS

Written certification assessments for EC-Council
Selected as a Review Board Member for reviewing courseware for a certification exam for the EC-Council
Certification Exam writer for the Certified Ethical Hacker (CEH) exam for the EC-Council

- **The Art of Failing Upwards:** A Guide To What Not To Do In Management
- **AI Basics and Beyond:** The book that makes AI make sense.
- **A+ Fast Track - Core 1 & 2 (220-1201 & 220-1202) Crash Course:** Start your IT career with a complete, exam-focused companion to A+ Core 1 and Core 2 certifications
- **The Day We Die**
- **LLM Prompt Integrity:** Governing the Gateway to Generative AI (available on lulu.com)

DELIVERY HEAD – SOFTWARE SERVICES AT COMPANY1

Noida, UP ▪ Feb 2015 – Oct 2015

- + Direct Software Development operations within a mid-sized E-Learning company providing Learning Management System (LMS) product support to both international and domestic markets.
- + Oversee Software Development, Project Management, Quality Assurance, Documentation, Helpdesk Support, Level 3 Troubleshooting, Product Implementation, Training, and Sales Support.
- + **Key Clients:** IndusInd Bank, Toyota Kirloskar Motors, Volvo Eicher, KPMG, Coca Cola, Max Bupa, Maruti Suzuki

DEPUTY DIRECTOR AT IT-ITES SECTOR SKILLS COUNCIL, COMPANY2

New Delhi ▪ May 2012 – Jan 2015

- + Played a key role in creating RFPs for two national level projects (National Occupational Standards (NOS) and Labour Market Intelligence System (LMIS)).
- + Lead the domestic and transnational Qualification Pack (QP) development and alignment with the National Skills Vocational Framework (NSQF) project with Accenture, from the initiation of QP development till the QRC clearance. Total QPs created: 73 (67 Transnational and 6 Domestic)
- + Played a key role in handling a national-level skill development project (STAR), which was initiated by the Prime Minister of India.
- + Rolled out India's first Labour Market Intelligence System (LMIS)
- + **Key Clients:** National Skill Development Corporation (NSDC), Training Partners, Assessment Agencies, Industry Representatives, Academia

INDEPENDENT TECHNOLOGY AND E-LEARNING SPECIALIST

New Delhi ▪ June 2011 – May 2012

- + Handled large-scale projects with international/domestic clients.
- + Managed subcontracting to other vendors on large-scale projects. Some of the key projects included Technology Consulting, E-Learning Content, Mobile Learning, and Certification Exams Development
- + **Key Clients:** NIIT, Pearson VUE, G-Cube, InfoPro, RubiKube, Jedio Solutions

ASSOCIATE VICE PRESIDENT – MULTIMEDIA PROGRAMMING AT COMPANY3.

Pune ▪ Aug 2010 – May 2011

- + Led a team of over 55 programmers in the Programming Design Team (PD Team) and the Quality Assurance team
- + Delivered technology leadership in multimedia programming,
- + **Key Clients:** Deloitte, KPMG, ACS

TECHNICAL SPECIALIST AT COMPANY4

New Delhi ▪ Dec 2005 – Aug 2010

- + Managed the **Centre of Competence** with several technology specialists
- + Implemented several new technologies from clients like Microsoft, Dell, Netgear, HP, and Sun Microsystems

- + Technology consulting with large clients like HP on designing technology solutions for Presales teams using case studies and assessments
- + Performed the role of a Trainer for Swiss Re for delivering trainings on their Lotus Notes-based application – Trained nearly 1000 employees of Swiss Re
- + **Key Clients:** Microsoft, Dell, Symantec, Netgear, Self Test Software, HP, Avocent, IKM, Elsevier, Sun Microsystems, Swiss Re, and Adobe

MANAGER - IT OPERATIONS AT COMPANY5

New Delhi ▪ Mar 2005 – Nov 2005

- + Managed a 2000-seat infrastructure – 24x7 with a team of 6 server engineers and 35 desktop and helpdesk professionals
- + Was responsible for managing and maintaining the infrastructure
- + Had to manage several large clients to increase the account value – Tiscali, HP, Intuit

Key Clients: Tiscali, HP, Intuit

VARIOUS ROLES AT COMPANY6

New Delhi ▪ July 1995 – Mar 2005

- + (Jan'04-Mar'05) Team Leader (Certification and Chat Mentoring)
- + (Oct'98-Jan'04) IT Support Team Information Systems Senior Team Leader
- + (Mar'97-Sep'98) QA Team Leader – CII Trained internal auditor
- + (Feb'96-Sep'98) Multimedia Team Leader
- + (Jul'95-Feb'96) Team Member